

NEWSLINE

OUR APOLOGIES

In the May edition of the *WSO Newslines*, we presented a list of new speaker tapes available from WSO. The entry for Billy E.'s tape contained a serious error in the description of the tape.

We became aware of the error at the World Service Conference, when it was pointed out to us. We were extremely shocked and upset that such an error had appeared in the *Newslines*, and we immediately reported the situation to the WSO Board of Directors. After considering the situation, the board acted at its June meeting by reprimanding the executive management of the office and by instructing that any and all necessary steps be taken to ensure that such an error would never happen again.

The World Service Office has worked very hard over the past several years to improve where necessary, and institute where absent, procedures that promote both accuracy and efficiency. For many of our tasks, a small margin of human error is inevitable. But there are things that must always be done in a manner befitting the trust the fellowship has invested in us. The *Newslines* is one of these things, particularly when the possibility of affecting an individual's reputation is at stake.

The error in the May *Newslines* has brought about a significant change in our production of all literature and periodicals. We have instituted stringent quality-control mechanisms into each stage of our periodical development process. These mechanisms will ensure direct accountability of any and all staff who assist in producing our periodicals.

We regret most sincerely this error, and we deeply appreciate Billy E.'s patience and understanding throughout what had to be a very upsetting and emotional experience. We received a piece of correspondence about this error that expressed our own feelings about Billy so well that we decided to quote part of it here.

"I have known Billy for a good many years, and he is probably more responsible than anyone or anything for helping me to stay clean. I have heard Billy speak on several occasions and have spent countless hours talking to him. I can assure you that his message is anything but impersonal and his honesty, no matter how blunt it was at

times, has helped to save my life. This man has dedicated the last fifteen years of his life to NA."

We have to say that we couldn't agree more with the sentiments expressed in this letter, and we want to take this opportunity to tell Billy and anyone else affected that we are truly sorry. The recovery Billy exhibited during this episode truly demonstrated his commitment to our principles. Billy, we thank you for your understanding.

HOW TO CONTACT US IN OUR NEW OFFICES

We want to make sure that everyone is able to contact us. Therefore we are reprinting our new address and phone and fax numbers in this issue of the *Newslines*.

We will be keeping the same post office box that we have been using for the past ten years. It is: PO Box 9999, Van Nuys, CA 91409. Please continue to use this PO Box for all First and Third Class mail (particularly literature orders).

Our new street address is: 19737 Nordhoff Place, Chatsworth, CA 91311. This is the address to use for overnight mail, literature returns, or other mail that cannot be sent to a post office box.

Our new telephone number is (818) 773-9999. Our new fax number is (818) 700-0700.

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Care to comment? Write *WSO Newslines*, Box 9999, Van Nuys, CA 91409 USA, or call (818) 773-9999.

OUR MOVE—EXPECTING THE UNEXPECTED

"... any major relocation is full of possibilities for things going awry."

So we said in our last report to you, and so we discovered was more true than we would have expected.

We had planned our move down to the last detail. We had packed and labelled boxes, drawn diagrams, instructed the moving company, and were ready to go. We watched moving day approach with excitement that soon turned to apprehension as day after day slipped by without the expected progress being made on our new facility.

On the 17th of April, Operations Manager, Stephan Lantos, who had primary coordination responsibilities for the move, went to the new building to double-check our ability to move between 4-7 May as we had planned. Upon his arrival at the new building, he could see that things were not progressing as planned. What had happened was a combination of circumstances that no one could have foreseen. One problem was that some "retrofitting"—extra construction done on a structure built prior to the establishment of earthquake-related building codes—had been done, but the proper structural support for the second floor hadn't been completed. Another problem was that permits took much longer to obtain than we expected. It seems that because of all the earthquake repairs going on in Southern California, the agencies that issue construction permits were backlogged. Our occupancy permit was delayed for thirty days.

Meanwhile, the annual meeting of the World Service Conference—which always requires at least half our staff—was due to begin on 21 April. We had carefully arranged our relocation around the WSC so that we could be back in business one week after the final session. We had notified everyone who was likely to purchase literature. All our carefully laid plans were revised almost daily to accommodate the constantly changing construction schedules. The low point came two days after the close of the conference when management had to inform staff that the move schedule was "in flux"; in other words, we had to move *out*, but we had nowhere to move *in*.

We were able to retain one of the Wyandotte Avenue buildings for a bit longer, so we moved everything out of the other two buildings and into storage and kept a skeleton crew on to work in the third building. Some staff were able to work at home, but most were put on leave.

As soon as it was physically possible—about a week after we had expected—to install a phoneline, we put Dee Price, our longtime receptionist, to work fielding the calls coming in from all over. "There was dust and paint smells, and all kinds of construction stuff going on all around me. There were vacuums running all the time. And this went on for five days straight," Dee recalled.

Our most pressing concern was to somehow get shipping, order entry, and customer service up and running. This was slow going, however, because the warehouse was being used to store office furniture and

equipment for the upstairs offices. After a week, we were able to move most of the furniture and boxes out so we could set up a shipping area. We started shipping again on 15 May, but by that time we had a backlog of 500 orders. Everyone who was able pitched in to help. Both Freddie Aquino and Carl Prescott, who had worked in the WSO shipping department in the mid-eighties, were familiar enough with current shipping methods to be able to pack and pull orders.

At long last, a full fifteen days later than we expected, we moved in. We got the computers going, and became WSO-Chatsworth.

World-level trusted servants have held six (at this writing) meetings in our new facility. Their reaction to our new offices has been very positive. Finally, we have adequate meeting space within the WSO, and no longer have to pay for meeting space at a hotel.

Our new offices are not luxurious; in fact, the building interiors are very plain. As one wit put it, "It's a Basic Building." What's important is that we have a functional space where everything can be organized to ensure maximum efficiency in our work. In our old offices, we had to make do with inadequate elbow room, lighting, ventilation, storage—you name it. In our new offices, we have everything we need to carry out our mission—serving the Fellowship of NA.

EXECUTIVE CODIRECTORS RECEIVE OFFICIAL APPOINTMENT

At its June meeting, the WSO Board of Directors promoted Anthony Edmondson and George Hollahan to the positions of executive codirectors of the World Service Office. Both George and Anthony had served in this capacity for eighteen months prior to their promotion, and have demonstrated their ability to perform the duties required of an executive director.

Anthony and George have served both the office and the NA Fellowship in many different roles over the years. Their individual and combined experience makes them uniquely qualified for this role in the office. Their dedication to service within the fellowship has been exemplary. Please join us in congratulating them for their promotion.

WSB BULLETINS

As instructed by the World Service Board of Trustees, we are withdrawing WSB Bulletins #1 through #12 from circulation. The topics that were covered in these bulletins will be addressed in new bulletins, which the full board will participate in developing.

Bulletins #16 and #24 are also being withdrawn. Bulletin #16 was the original bulletin written to address HIV and AIDS, and was in effect incorporated into and superseded by Bulletin #27: *HIV and AIDS in NA*. Bulletin #24 was a question-and-answer paper dealing with the Fellowship Intellectual Property Trust before it was approved.

Almost every other bulletin will be revised and edited, but will be available in the interim.

Four new WSB bulletins will be developed in the coming year. One will deal with financial concerns ranging from how to safeguard fellowship funds to protocol for action when funds are misappropriated. The second will address inappropriate behavior in and around the meeting place. This paper is expected to deal with everything from violence to apparent psychiatric problems. The third bulletin will address the issues of different substances—such as methadone, prescription drugs, psychotropic medication, and “non-alcoholic” beer—and recovery. The fourth bulletin in this series will address the issue of retaining members with substantial amounts of clean time in Narcotics Anonymous. This paper will explore ways of keeping old-timers engaged in NA through service, sponsorship, attending meetings, etc.

We will keep you informed as these bulletins become available.

INTELLECTUAL PROPERTY BULLETINS

Intellectual Property Bulletins #2 and #4 are being withdrawn pending review and revision. A group composed of members of the WSO Board of Directors and the World Service Board of Trustees will be responsible for the review and revision. We will keep you informed about this process as more information becomes available.

WORLD CONVENTION UPDATE

Final preparations are being made for WCNA-25 to be held in Paris, France, 14-17 September 1995. Approximately 2000 people from more than twenty countries are expected to attend. The hotels being used at Disneyland are completely sold out. The boat cruise on the River Seine and dinner events are also sold out. After the Saturday Night Main Meeting and Unity Day Celebration are over, a special Dance Party and Midnight Fireworks

Display at the 16th Century castle, Le Chateau Royal du Vivier, in the French countryside town of Fontenay-Tresigny, has been planned. Finally, the Sunday morning meeting will feature eight speakers from around the world sharing their Une Nouvelle Vision De La Vie (New Vision of Life).

WCNA-26 will be held in St. Louis, Missouri, from 28 August to 1 September 1996. This will be the last world convention held until 1998 as we begin our two-year rotation cycle. A host committee has been formed, and planning for the convention has begun. Flyers for this convention will be available to the fellowship near the beginning of January 1996.

We are currently working on plans for WCNA-28, to be held in 2000 in Latin America. Cities being considered include Panama City, Panama; Cartagena, Colombia; Lima, Peru; Rio de Janeiro, Brazil; and Buenos Aires, Argentina. Plans have also begun for WCNA-29, to be held in the year 2002, in Eastern North America. Cities under consideration at this time include Montreal, Boston, New York, Philadelphia, Pittsburgh, Baltimore, Washington DC, Charlotte, Atlanta, Orlando, Miami, and San Juan, Puerto Rico.

In 2003, a special world convention will celebrate the 50th birthday of Narcotics Anonymous. The convention is scheduled to be held in Southern California. We are currently negotiating bids with the cities of Anaheim and San Diego. The convention will most likely be held sometime between 15 June and Labor Day weekend. We will inform the fellowship within the next six months of the exact dates of this convention so that regional conventions can be planned accordingly.

Finally, we are happy to announce that the 27th World Convention, scheduled for Labor Day Weekend in 1998, will be held in San Jose, California, located in the Northern California Region.

PRICE INCREASE APPROVED FOR 1996

We expect our costs for manufacturing books, pamphlets, keytags, and chips to increase somewhat every year. The normal annual increase in our cost of merchandise runs about three percent.

However, this has been further impacted by reduced pulp supplies caused by mill closures in the USA, and increased demand outside the USA, for pulp supplies and finished paper products. Likewise, price increases of petroleum products have increased the cost of the plastic resins used in our keytags and chips.

These factors have resulted in an abnormal increase in our manufacturing costs and were the basis of a staff recommendation to the WSO Board of Directors that an across-the-board price increase be implemented at the beginning of 1996. The board, noting that the last price increase was 1 February 1992, adopted a five percent increase.

WSO FINANCIAL SUMMARY

PERIOD	SALES	EXPENSE	NET
January 1995	\$816,452	(543,477)	272,975
February 1995	\$425,490	(381,031)	44,460
March 1995	\$344,972	(438,554)	(93,582)
TOTAL YTD 1995	\$1,586,915	(1,363,062)	223,853
MONTHLY AVG.'S	SALES	EXPENSE	NET
1995 avg. YTD	\$528,972	(454,354)	74,618
1994 avg. months	\$472,048	(458,475)	13,573
1993 avg. months	\$458,917	(434,239)	24,678
1992 avg. months	\$406,237	(396,044)	10,193
1991 avg. months	\$357,328	(378,230)	(20,902)
1990 avg. months	\$370,665	(401,011)	(30,346)
1989 avg. months	\$430,504	(418,339)	12,165
1988 avg. months	\$358,694	(345,069)	13,625
1987 avg. months	\$278,405	(266,618)	11,787
1986 avg. months	\$217,415	(201,148)	16,267
1985 avg. months	\$138,265	(128,124)	10,141
1984 avg. months	\$69,126	(50,687)	18,439

Figures reflect combined WSO-Van Nuys, Canada, and Europe income statements for respective periods. *Sales* shows undiscounted total income plus other income. Discounts are included in the figures totaled in the *expense* column. 1992 and 1993 Canada and Europe data were converted into USA dollars each month at rates reflecting market conditions at the time accounts were closed. The 1994 figures are adjusted to reflect actual year-end closing figures.

WORLD CALENDAR

BAHAMAS

Nassau: 2-5 Nov.; 8th Bahamas Area Celebration; Pirates Cove Holiday Inn, Paradise Island; rsvns: (809) 363-8100; info: (809) 326-1428

BRAZIL

Rio de Janeiro: 26-29 Oct.; Latin American Conference and Convention; City Park Hotel, Rio de Janeiro; info: (021) 533-5015; ACS: Rua Sao Jose, 90/sala 2205 Centro, Rio de Janeiro RJ CEP, Brazil 20.101-020

GERMANY

Lower Saxony: 24-26 Nov.; 10 Years in Bremen Convention; info: 0421/50 39 49; Bremen Convention, 10 Jahre, Burgerzentrum, Am Nonnenberg, 28 239 Bremen/Oslebshause, Germany

INDIA

West Bengal: 12-14 Jan. 1996; First Calcutta Area Convention; Kishore Bharati Krirangen, Jadavpur, Santoshpur, Calcutta; info: please address fax to Sunil J. 0091-033-294948; NA Calcutta, Box 16105, Calcutta 700 017, India

IRELAND

Galway: 3-5 Nov.; 11th Irish Convention; Galway; info: 8300911, ext. 486; Common Bond, 4/5 Eustace Street, Dublin 2, Ireland

PHILIPPINES

Manila: 12-14 Jan. 1996; 1st Philippines Regional Convention; Manila; info: address fax to Tata 632-8100279; Convention, PO Box 8535, Dasmarinas Village, Makati, Metro Manila

UNITED KINGDOM

Dorset: 22-24 Sep.; 9th UK Convention; Bournemouth International Center, Bournemouth; info. UKSO, PO Box 1980, London, England N19 3LS
Greater London: 12-14 Apr. 1996; 7th Annual London Convention; London, England; info: 0171-538-0422; fax: 0171-515-5300

UNITED STATES

Alabama: 24-26 Nov.; Greater Birmingham Area Conv.; Birmingham; rsvns: (205) 324-5000; info: (205) 925-0388; Box 110805, Birmingham, AL 35211
Connecticut: 29-30 Sep. to 1 Oct.; 7th United Shoreline Area Spiritual Weekend; Enders Island, Mystic; info: (203) 767-3299; Box 354, Centerbrook, CT 06409
Florida: 5-8 Oct.; South Florida Regional Conv.; Ft. Lauderdale; rsvns: (800) 426-8578; info: (305) 979-8998; Box 70155, Ft. Lauderdale, FL 33307
Hawaii: 19-22 Oct.; 4th Hawaii Regional Convention; Turtle Bay Hilton, Oahu; rsvns: (800) HILTONS; info: (808) 236-3408; 98-456 Hoomailani Place, Pearl City, HI 96782
Idaho: 16 Sep.; High Desert Area World Unity Day Celebration; info: (208) 463-9730 or (208) 376-4279
Illinois: 15-17 Sep.; 5th Wilderness Retreat & Dance, Pig & Turkey Roast; 4H Campgrounds, Jacksonville; info: (217) 789-6519; Box 6451, Springfield, IL 62708
2) 11-12 Nov.; Greater Illinois Regional Mini-Convention; Holiday Inn, Gurney; rsvns: (708) 336-6300; info: (815) 637-2824; Box 6326, Peoria, IL 61601-6326
Louisiana: 3-5 Nov.; 3rd New Orleans Area Convention; New Orleans; rsvns: (800) 824-3359; info: (504) 948-4289; Box 3928, New Orleans, LA 70117

Maine: 16 Sep.; 4th Northern New England Region Anniversary and Celebration of World Unity Day; Corner of US 1 and Beach in Saco, Maine; info: (603) 645-4777

2) 22-24 Sep.; 12th Southern Maine Area Convention; Alfred; info: Box 5309, Portland, ME 04101

Michigan: 27-29 Oct.; 4th Annual Kalamazoo Area Conv.; Kalamazoo; info: (616) 649-4738; Box 50822, Kalamazoo, MI 49005

Missouri: 22-24 Sep.; 4th Multiregional Learning Day; Kansas City, Missouri; rsvns: (816) 464-2345; info: (316) 232-5636; Box 10854, Midwest City, OK 73140

Nebraska: 13-15 Oct.; 12th Nebraska Regional Convention; Hastings; rsvns: (402) 463-6721; info: (402) 462-4852; Box 684, Hastings, NE 68902

New Jersey: 27-29 Oct.; 1st Northeast New Jersey Area Convention; Elizabeth; info: (908) 382-5075 or (908) 241-8021; Box 409, Roselle, NJ 07203

New York: 15-17 Sep.; Serenity by the Lake; Hopewell Junction; rsvns. and info: (914) 339-3693; Box 4462, Kingston, NY 12401

North Carolina: 8-10 Sep.; 4th Annual Central Piedmont Area Conv.; Salisbury; rsvns: (704) 637-3100; info: (704) 875-3590; Box 1294, Mooresville, NC 28115

Ohio: 13-15 Oct.; 8th Ohio Regional Twelve-Step Retreat; Tar Hollow State Park, Chillicothe; info: (614) 539-9614

Oregon: 29 Sep. - 1 Oct.; Pacific Northwest Convention; info: Box 80146, Portland, OR 97280

2) 24-26 Nov.; Mid-Willamette Area Convention; Wilsonville; info: (503) 390-1457; 5279 Pleasant Court, Keizer, OR 97303

Pennsylvania: 13 Oct.; 20th Anniversary Harrisburg NA; 8 pm; Holy Spirit Hospital, Camp Hill

2) 27-29 Oct.; Tri-State Regional Convention; Pittsburgh; rsvns: (412) 281-3700; info: (412) 486-4372; TSRSO, Box 110217, Pittsburgh, PA 15224

Tennessee: 16-17 Sep.; 1st Middle Tennessee and Greater Nashville Area Mini-Convention; Nashville; rsvns: (615) 361-7666; info: (615) 776-2149; 5049 Briarwood Drive, Nashville, TN 37211

2) 6-8 Oct.; Surrender Under the Stars Campout; Chatanooga; info: (615) 622-1939; Box 23024, Chatanooga, TN 37422

3) 22-26 Nov.; 13th Volunteer Regional Conv.; Memphis; rsvns: (800) 228-9290; Box 242135, Memphis, TN 38111

Texas: 6-8 Oct.; 8th Best Little Regional Conv.; Abilene; info: (915) 368-5663; 1957 Vogel, Abilene, TX 79603

Vermont: 3-5 Nov.; Champlain Valley Area Convention; Burlington; rsvns: (802) 658-6500; info: (802) 864-9119; Box 64714, Burlington, VT 05406

Virginia: 13-15 Oct.; 3rd Outer Limits Area Unityfest; Williamsburg; rsvns: (800) 446-6001; info: (804) 583-5676; Box 8828, Norfolk, VA 23503

Washington: 22-24 Sep.; 11th Spiritual Connection; Cornet Bay, Oak Harbor; info: (360) 428-7171; Box 1001, Mt. Vernon, WA 98273

Wisconsin: 27-29 Oct.; Wisconsin State Conv.; Wisconsin Dells; rsvns: (800) 388-4782 or (608) 254-8366; info: (608) 788-0447; WSNAC, Box 652, Sauk City, WI 53583

Wyoming: 22-24 Sep.; Ides of Serenity Area Conv.; Jeffreys Center, Rawlins; info: (307) 789-7746; CUNA, Box 2792, Rock Springs, WY 82901